



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

October 11, 2012

Delivery Operations Data Usage

Report Number DR-AR-13-001

BACKGROUND:

The U.S. Postal Service has a number of systems that contain critical data used to manage delivery operations. The Delivery Operation Information System is considered city delivery's major system. This system interfaces with the Enterprise Data Warehouse as well as the Delivery Data Mart, City Delivery Variance, and eFlash systems, among others. Rural delivery has various systems and data available to manage its operations. Management uses these systems, data, and reports to maximize resources, increase operational efficiency, and improve service.

Our objective was to assess the Postal Service's use of data to manage delivery operations.

WHAT THE OIG FOUND:

We found city delivery operations have a substantial amount of systems, reports, and data to manage operations. Also, new supervisors and managers did not always know how to use these tools and data to manage operations. Further, our assessment of 32 prior delivery reports showed ongoing issues with data usage, availability, and accuracy. For rural delivery, there is no centralized system containing routes, workhours, and other management information.

These conditions occurred because management has not streamlined city delivery data and reporting needs or re-emphasized data and report operating procedures for delivery managers. Management indicated the evaluated rural route structure does not require a daily route management system. Also, there is limited ongoing coaching and mentoring on the use of systems, performance reports and data for new supervisors and managers.

It is paramount that the systems, reports and data are optimized, so supervisors and managers can make informed and timely operational decisions.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Delivery and Post Office Operations, collaborate with the vice presidents, Area Operations, to streamline data and reporting needs and re-emphasize city delivery operating procedures to new supervisors and managers. Additionally, we recommended management mentor and coach new supervisors and managers on the use of systems and performance reports to assist them with understanding data and managing operations.